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- 2. Plaintiff is a natural person residing in Los Angeles County, California.
- Upon information and belief, Defendant International Systems Development, LLC d/b/a
 ISD Group is a debt collector as defined pursuant to 15 U.S.C. § 1692a (6) with its
 principal place of business in Amherst, NY.

JURISDICTION

4. This Court has jurisdiction pursuant to 15 U.S.C. § 1692k (FDCPA) and 28 U.S.C. § 1331 and venue is proper in this district pursuant to 28 U.S.C. § 1391 et seq., as the Defendant conducts business, the nature of which subjects the corporation to jurisdiction in this district and the transactions that give rise to this action occurred, in substantial part, in this district.

AS AND FOR A FIRST CAUSE OF ACTION

- 5. Plaintiff realleges paragraphs 1 through 4 as if fully restated herein.
- 6. That a personal debt was allegedly incurred by the Plaintiff from one "Ace Cash."
- That at a time unknown to the Plaintiff herein, the aforementioned debt was referred and/or assigned to the Defendant for collection.
- That on or about March 2012 through on or about April 2012, Defendant harassed
 Plaintiff and made several abusive and deceptive phone calls to Plaintiff in an attempt to
 collect the aforementioned debt.

Count One

- 9. Plaintiff realleges paragraphs 1 through 8 as if fully restated herein.
- 10. That on or about March 12, 2012, Defendant's agent, one "Amber" contacted Plaintiff at her place of employment in an attempt to collect a debt.

- 11. That during said communication, Defendant's agent deceptively informed Plaintiff that she was being contacted with regard to "fraudulent checks" that Plaintiff allegedly wrote to "defraud a financial institution."
- 12. That Plaintiff denied any wrongdoing.
- 13. That Defendant warned Plaintiff that legal documents would be brought to Plaintiff's place of employment.
- 14. That Plaintiff requested that Defendant cease making phone calls to Plaintiff's place of employment.
- 15. That Plaintiff asked Defendant's agent for a fax number and/or address so that Plaintiff could send Defendant a written request to cease all communication to Plaintiff's place of employment.
- 16. That Defendant's agent refused to provide Plaintiff with any contact information.
- 17. That when Plaintiff asked Defendant if they could resume their conversation in an hour to allow Plaintiff to determine the subject of Defendant's phone call, Defendant falsely replied that it would be too late.
- 18. That despite Defendant's prior representations, Defendant's agent called Plaintiff one hour later but left no voice message.
- 19. That notwithstanding Plaintiff's request for Defendant to cease all calls to her place of employment, Defendant continued to call Plaintiff at her workplace.
- 20. That the Defendant's communications contain language demonstrating false statements and deceptive representations, and misleading and overshadowing language which contradicts the consumer's rights and are intended to circumvent the law, while compelling payment by means of duress and coercion.
- 21. That Defendant's agent did not meaningfully identify herself as a representative of a debt collection agency, nor did she make the proper disclosures as required by law.

Count Two

22. Plaintiff realleges paragraphs 1 through 21 as if fully restated herein.

- 23. That on or about March 13, 2012 at approximately 8:35 AM, Defendant called Plaintiff and left Plaintiff a voice message in an attempt to collect the aforementioned debt.
- 24. That in said voice message, Defendant's agent stated in pertinent part,

"Charmane Benson, this is Amber from the ISD Group. I spoke to you yesterday regarding your ACE cash claim. You were supposed to call me back. I have not heard from you. I can't get a hold of you. I will be sending your claim out for arbitration today if I do not get an immediate response from you or your legal representative. You can call me at 877.410.0773 ext 302." (emphasis added)

- 25. That shortly thereafter, on or about March 13, 2012 at approximately 8:45 AM, Defendant's agent "Amber" spoke with Plaintiff in an attempt to collect the aforementioned debt.
- 26. That during said communication, Plaintiff informed Defendant that she did not receive any letters, notices or statements from Defendant to which Defendant's agent replied that Defendant did not send out notices.
- 27. That Defendant informed Plaintiff that the debt was over \$500.00 and included fees to stop court proceedings.
- 28. That Defendant in an attempt to pressure and coerce payment from Plaintiff informed her that the debt needed to be paid in full.
- 29. That Plaintiff disputed the debt.
- 30. That Defendant falsely represented the character, amount and/or legal status of the debt.
- 31. That Defendant's communications contain language demonstrating false statements, deceptive representations and threats to take legal action that cannot be taken or are not intended to be taken in order to unduly pressure, scare, abuse and intimidate Plaintiff.
- 32. That Defendant's communications contain misleading and overshadowing language which contradicts the consumer's rights and are intended to circumvent the law.
- 33. That Defendant's agent did not meaningfully identify herself as a representative of a debt collection agency, nor did she make the proper disclosures as required by law.

Count Three

34. Plaintiff realleges paragraphs 1 through 33 as if fully restated herein.

- 35. That on or about March 2012 through April 2012, Defendant continued to harass and abuse Plaintiff on several occasions by calling her cellular phone.
- 36. That on or about March 29, 2012 Defendant called Plaintiff's cellular phone number and left the following voice message:

"Charmane Benson, this is Amber calling from the ISD Group. Your ACE cash claim has been forwarded into my office for <u>final review</u>. I do have to sign off on your paperwork today for <u>arbitration</u> but we do still have a settlement offer available to you if you'd like to get this resolved voluntarily. You have <u>one</u> <u>opportunity to contact me immediately</u> at 1.877.410.0773. My direct extension is 302. If I do not hear from you, I will be <u>marking your claim as a direct refusal</u>. Thank you." (emphasis added)

37. That on or about April 2, 2012 Defendant called Plaintiff's cellular phone number and left the following voice message:

"This message is for a Charmane Benson. This is Amber calling from the ISD Group. Charmane, your ACE cash claim has been forwarded into my office for a <u>final review</u>. Before I do sign off on your paperwork for <u>arbitration</u>, I would like to discuss the options available to you to get this resolved voluntarily. If you would like to discuss those options, you have <u>one</u> opportunity to contact me <u>immediately</u> at 877.410.0773 and my direct extension is 302. Thank you." (emphasis added)

38. That on or about April 17, 2012, Defendant called Plaintiff's cellular phone number and left the following voice message:

"This message is for Charmane Benson. My name is Amber. I'm calling from the ISD Group. Charmane, your ACE cash claim has been forwarded into my office for a <u>final review</u>. Before I do sign off on your paperwork here for arbitration, I would like to discuss some options available to you to get this resolved voluntarily. If you would like to discuss those options, you have <u>one</u>

opportunity to contact me <u>immediately</u> at 1.877.410.0773. My direct extension is 302." (emphasis added)

- 39. That on or about March 2012 through April 2012, Defendant called Plaintiff's cellular phone several times where the Defendant's agent, Amber, failed to disclose that the phone call was from a debt collector and instructed the Plaintiff to call (877) 410-0773, a number belonging to Defendant.
- 40. That Defendant left deceptive messages which lacked disclosures creating a false impression that the phone call was not an attempt to collect a debt.
- 41. That the Defendant's communications contain language demonstrating false statements and deceptive representations, and misleading and overshadowing language which contradicts the consumer's rights and are intended to circumvent the law, while compelling payment by means of duress and coercion.
- 42. That Defendant's communications contain false threats to take imminent legal action that cannot be taken or are not intended to be taken in order to unduly pressure, scare, abuse and intimidate Plaintiff.
- 43. That Defendant, in an attempt to collect a debt, engages in a pattern or practice of making representations which are false, harassing, confusing, misleading, deceptive and/or unfair.
- 44. That as a result of Defendant's conduct, Plaintiff suffered actual damages, including, but not limited to: extreme embarrassment, humiliation, shame, high blood pressure, stress, anxiety, aggravation and sleepless nights.
- 45. That Defendant's conduct violates 15 U.S.C. 1692 et seq., including but not limited to subsections (c), (d), (e), (f) and (g) in that the communications to the Plaintiff by the Defendant were deceptive, misleading and done in furtherance of harassing the Plaintiff to coerce payment of a disputed debt, under duress and harassment. More specifically:
 - a. Defendant's has violated 1692c(a)(3) because Defendant contacted the Plaintiff's place of employment where the Defendant knew that Plaintiff was not to receive such communication.

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- Defendant has violated 1692d(5) by causing the Plaintiff's phone to ring repeatedly and continuously with intent to annoy, abuse or harass the Plaintiff at the called number;
- Defendant has violated 1692d(6) by placing several phone calls to Plaintiff
 without giving meaningful disclosure of the caller's identity;
- Defendant has violated 1692e(2) by falsely representing the character, amount, or legal status of the alleged debt;
- e. Defendant has violated 1692e(5) by threatening to take legal action that cannot be legally taken or is not intended to be taken;
- f. Defendant has violated 1692e(10) by using false representations and/or deceptive means in an attempt to collect the alleged debt;
- g. Defendant has violated 1692e(11) by failing to disclose in communications that the communication is from a debt collector;
- Defendant has violated 1692f by using unfair or unconscionable means to collect the alleged debt;
- Defendant has violated 1692g by using misleading and overshadowing language in an attempt to collect the alleged debt.
- 46. That as per 15 U.S.C. § 1692 et seq. and as a result of the above violation, Defendant is liable to the Plaintiff for statutory damages in an amount to be determined at the time of trial but not less that \$1,000.00 per violation, plus actual damages and treble damages, costs and attorney's fees.

AS AND FOR A SECOND CAUSE OF ACTION

- 47. Plaintiff realleges paragraphs 1 through 46 as if fully restated herein.
- 48. The Rosenthal Fair Debt Collection Practices Act (Rosenthal Act), California Civil Code § 1788, et seq., prohibits unfair and deceptive acts and practices in the collection of consumer debts.

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- 49. By its acts and practices as hereinabove described, the Defendant has violated the Rosenthal Act as follows, without limitation:
 - a. By placing telephone calls without disclosure of the caller's identity, Defendant has violated §1788.11(b);
 - b. By causing a telephone to ring repeatedly or continuously to annoy the person called and by communicating, by telephone or in person, with the debtor with such frequency as to be unreasonable and to constitute an harassment to the debtor under the circumstances, Defendant has violated §§ 1788.11(d) & (e);
 - c. In failing to inform consumers its true identity, Defendant has violated §1788.13(a), which prohibits communications with the debtor other than in the name of the debt collector or the person on whose behalf the debt collector is acting and §1788.13(i), which prohibits the false representation of the true nature of the business or services being rendered by the debt collector;
 - d. By making the false representation that the consumer debt may be increased by the addition of attorney's fees, investigation fees, service fees, finance charges, or other charges if, in fact, such fees or charges may not legally be added to the existing obligation, Defendant has violated §1788.13(e);
 - e. By making the false representation that a legal proceeding has been, is about to be, or will be instituted unless payment of a consumer debt is made, Defendant has violated §1788.13(j);
 - f. By failing to include certain debt collection notices and disclosures required by law.
 - 50. Pursuant to § 1788.30 of the Rosenthal Act, Plaintiff is entitled to recover her actual damages sustained as a result of the Defendant' violations of the Rosenthal Act. Such damages include, without limitation, statutory damages, any actual damages sustained, other resulting monetary losses and damages, and emotional distress suffered by Plaintiff, which damages are in an amount to be proven at trial.

- 51. In addition, because the Defendant's violations of the Rosenthal Act were committed willingly and knowingly, Plaintiff is entitled to recover, in addition to her actual damages, penalties of at least \$1,000 per violation as provided for in the Act.
- 52. Pursuant to § 1788.30(c) Rosenthal Act, Plaintiff is entitled to recover all attorneys' fees, costs and expenses incurred in the bringing of this action.

AS AND FOR A THIRD CAUSE OF ACTION

- 53. Plaintiff realleges paragraphs 1 through 52 as if fully restated herein.
- 54. That Defendant made several dunning telephone calls to Plaintiff's cellular phone using an automated telephone dialing system and/or a pre-recorded or artificial voice.
- 55. That Plaintiff did not expressly consent to Defendant's placement of telephone calls to Plaintiff's cellular telephone by the use of an automatic telephone dialing system or a prerecorded or artificial voice prior to Defendant's placement of the calls.
- 56. That none of Defendant's telephone calls placed to Plaintiff's cellular phone were for "emergency purposes" as specified in 47 U.S.C. §227(b)(1)(A).
- 57. That Plaintiff was charged for the phone calls made by Defendant to her cellular phone.
- 58. That Defendant willfully or knowingly violated the TCPA, by placing non-emergency telephone calls to Plaintiff's cellular telephone using an automatic telephone dialing system or pre-recorded or artificial voice without Plaintiff's prior express consent in violation of 47 U.S.C. §227(b)(1)(A)(iii).
- 59. That as a result of Defendant's violations of the TCPA, Plaintiff suffered stress, aggravation and emotional distress.
- 60. That as a result of Defendant's violations of the TCPA, Plaintiff is entitled to \$500.00 for each artificial and/or prerecorded telephone call pursuant to 47 U.S.C. §227(b)(3)(B).
- 61. That as a result of Defendant's violations of the TCPA, Plaintiff is entitled to a maximum of treble damages pursuant to 47 U.S.C. §227(b)(3).

62. That as per 47 U.S.C. §227 et seq. and as a result of the above violations, the Defendant is liable to the Plaintiff for actual damages and statutory damages in an amount to be determined at the time of trial.

WHEREFORE, Plaintiff respectfully prays that judgment be entered against Defendant in the amount of:

- (a) Statutory damages and actual damages pursuant to 15 U.S.C. § 1692k in an amount to be determined at the time of trial on behalf of the class on the first cause of action.
- (b) Statutory damages and actual damages pursuant to Civil Code §1788.30 et seq., as to the second cause of action.
- (c) Statutory damages and actual damages pursuant to 47 U.S.C. §227 in an amount to be determined at the time of trial on the third cause of action.
- (d) Costs and reasonable attorney's fees pursuant to 15 U.S.C. § 1692k and CA Civil Code §1788.30, et seq.
 - (e) For such other and further relief as may be just and proper.
 - (f) Plaintiff requests trial by jury on all issues so fable.

Dated: May 23, 2012

Amir J. Goldstein, Esq.

Amir J. Goldstein, Esq.

Attorney for Plaintiff

5455 Wilshire Boulevard., Suite 1812

Los Angeles, CA 90036

Tel 323.937.0400

Fax 866.288.9194

UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

NOTICE OF ASSIGNMENT TO UNITED STATES MAGISTRATE JUDGE FOR DISCOVERY

This case has been assigned to District Judge Christina A. Snyder and the assigned discovery Magistrate Judge is Jay C. Gandhi.

The case number on all documents filed with the Court should read as follows:

CV12- 4791 CAS (JCGx)

Pursuant to General Order 05-07 of the United States District Court for the Central District of California, the Magistrate Judge has been designated to hear discovery related motions.

All discovery related motions	should be noticed on the calend	oticed on the calendar of the Magistrate Judge			

NOTICE TO COUNSEL

A copy of this notice must be served with the summons and complaint on all defendants (if a removal action is filed, a copy of this notice must be served on all plaintiffs).

Subsequent documents must be filed at the following location:

[X]	Western Division 312 N. Spring St., Rm. G-8 Los Angeles, CA 90012	Southern Division 411 West Fourth St., Rm. 1-053 Santa Ana, CA 92701-4516	Eastern Division 3470 Twelfth St., Rm. 134 Riverside, CA 92501

Failure to file at the proper location will result in your documents being returned to you.

Name & Address: Amir J. Goldstein, Esq. 5455 Wilshire Boulevard, Suite 1812 Los Angeles, CA 90036	
UNITED STATES I CENTRAL DISTRIC	
CHARMANE BENSON,	CASE NUMBER
PLAINTIFF(S)	CV12-04791 (AS(TC4)
INTERNATIONAL SYSTEMS DEVELOPMENT, LLC dba ISD GROUP and DOES 1 through 10, inclusive, DEFENDANT(S).	SUMMONS
or motion must be served on the plaintiff's attorney, At 5455 Wilshire Blvd, Suite 1812. Los Angeles, CA 9003 judgment by default will be entered against you for the your answer or motion with the court.	relief demanded in the complaint. You also must file
JUN - 1 2012	Clerk, U.S. District Court
Dated:	By:Deputy Clerk
	(Seal of the Court)
[Use 60 days if the defendant is the United States or a United State 60 days by Rule 12(a)(3)].	es agency, or is an officer or employee of the United States. Allowe
CV-01A (10/1) SUM	IMONS

CV-01A (10/11

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

I (a) PLAINTIFFS (Check box i CHARMANE BENSON	f you are representing yourself □)		DEFENDANTS INTERNATIONAL SYS DOES 1 through 10, inclu	TEMS DEVELOPMENT, L isive,	LC dba ISD GROUP and
yourself, provide same.) Amir J. Goldstein, Esq.	ress and Telephone Number. If yo 812 Los Angeles, CA 90036	u are representing	Attorneys (If Known)		
II. BASIS OF JURISDICTION	(Place an X in one box only.)	III. CITIZE	NSHIP OF PRINCIPAL PAR X in one box for plaintiff and	TTIES - For Diversity Cases one for defendant.)	s Only
□ 1 U.S. Government Plaintiff	3 Federal Question (U.S. Government Not a Party)	Citizen of Th	PT	F DEF	
☐ 2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizer of Parties in Item III)	nship Citizen of An	other State	2 □ 2 Incorporated and of Business in A	i Principal Place ☐ 5 ☐ 5 nother State
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V. REQUESTED IN COMPLA CLASS ACTION under F.R.C. VI. CAUSE OF ACTION (Cite 15 USC 1692 et seg: Violat		h you are filing and	('es' only if demanded in compl ☐ MONEY DEMANDED IN write a brief statement of cause ('A")	COMPLAINT: \$	tatutes unless diversity.)
VII. NATURE OF SUIT (Place		THE			
OTHER STATUTES 400 State Reapportionment 410 Antitrust Banks and Banking 450 Commerce/ICC Rates/etc. 460 Deportation 70 Racketeer Influenced and Corrupt Organizations 70 480 Consumer Credit 70 Cable/Sat TV 810 Selective Service 850 Securities/Commodities/Exchange 71 875 Customer Challenge 12 71 USC 3410 71 890 Other Statutory Actions 71 891 Agricultural Act 71 892 Economic Stabilization 71 Act 71 893 Environmental Matters 72 894 Energy Allocation Act 73 895 Freedom of Info. Act 74 900 Appeal of Fee Determination Under Equal 75 Access to Justice 75 950 Constitutionality of 75 State Statutes*	CONTRACT 110 Insurance 120 Marine 130 Miller Act 140 Negotiable Instrument 150 Recovery of Overpayment & Enforcement of Judgment 151 Medicare Act 152 Recovery of Defaulted Student Loan (Excl. Veterans) 153 Recovery of Overpayment of Veteran's Benefits 160 Stockholders' Suits 190 Other Contract 195 Contract Product Liability 196 Franchise REAL PROPERTY 210 Land Condemnation 220 Foreclosure 230 Rent Lease & Ejectment 245 Tort Product Liability 290 All Other Real Property	TORTS PERSONAL INJU 310 Airplane 315 Airplane Pro Liability 320 Assault, Lib Slander 330 Fed. Employ Liability 340 Marine 345 Marine Product Liability 350 Motor Vehin 355 Motor Vehin Product Lia 360 Other Perso Injury 362 Personal Inj Med Malpro 365 Personal Inj Product Lia 368 Asbestos Pr Injury Prod Liability IMMIGRATIC 462 Naturalizati Application 463 Habeas Con Alien Detai 465 Other Immi	PROPERTY 370 Other Fraud 371 Truth in Lendii 380 Other Personal Property Dama Property Dama Product Liabili BANKRUPTCY 422 Appeal 28 USC 158 423 Withdrawal 28 USC 157 CIVIL RIGHTS 441 Voting 442 Employment 443 Housing/Acco 445 American with Disabilities - Employment 446 American with Disabilities - Other 440 Other Civil Rights 440 Other Civil Rights 440 Other Civil 440 Other Civil 440 Other Civil 440 Other Civil Rights 440 Other Civil 440 Other Civil Rights 440 Other Civil 440 Other Civ	530 General 535 Death Penalty 540 Mandamus/ Other 550 Civil Rights 555 Prison Condition FORFEITURE / PENALTY 610 Agriculture 620 Other Food & Drug 625 Drug Related Seizure of Property 21 US/ 881 630 Liquor Laws 640 R.R. & Truck 650 Airline Regs	Relations 730 Labor/Mgmt. Reporting & Disclosure Act 740 Agailway Labor Act 790 Other Labor Litigation 791 Empl. Ret. Inc. Security Act PROPERTY RIGHTS 820 Copyrights 830 Patent 840 Trademark SOCIAL SECURITY
FOR OFFICE USE ONLY:	Case Number:	CVI	2-0479	1	

Page 1 of 2

UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA CIVIL COVER SHEET

I in this court that are related to the present case? VNo Yes	
	(b). RELATED CASES: Have any cases been previ s, list case number(s):
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Sheet and the information contained herein neither replace nor supplement the filing and service of pleadings Judicial Conference of the United States in September 1974, is required pursuant to Local Rule 3-1 is not filed is, venue and initiating the civil docket sheet. (For more detailed instructions, see separate instructions sheet.)	Notice to Counsel/Parties: The CV-71 (JS-44) C
	ey to Statistical codes relating to Social Security Cases
ntive Statement of Cause of Action	Nature of Suit Code Abbreviation
ims for health insurance benefits (Medicare) under Title 18, Part A, of the Social Security Act, as amended, include claims by hospitals, skilled nursing facilities, etc., for certification as providers of services under the m. (42 U.S.C. 1935FF(b))	861 HIA
ims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. S.C. 923)	862 BL
ed; plus all claims filed for child's insurance benefits based on disability. (42 0.5.0. 405(g))	863 DIWC
s amended. (42 U.S.C. 405(g))	863 DIWW
tims for supplemental security income payments based upon disability filed under Title 16 of the Social Security is amended.	864 SSID
aims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. (42 (g))	865 RSI
California County outside of this District; State, if other than California; or Foreign Co New York The California County outside of this District; State, if other than California; or Foreign Country, in which EACH claim arose, area of land involved. California County outside of this District; State, if other than California; or Foreign Country, in which EACH claim arose, area of land involved. California County outside of this District; State, if other than California; or Foreign Country, in which EACH claim arose, area of land involved. Date Date Date Sheet and the information contained herein neither replace nor supplement the filing and service of ple Judicial Conference of the United States in September 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september of Cause of Action intro Statement of Cause of Action intro Foreign Country, in which EACH claim arose, and service of ple Judicial Conference of the United States in September 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not so, which is september 1974, is required pursuant to Local Rule 3-1 is not supplement to L	List the County in this District; California County of Check here if the government, its agencies or employ county in this District.* List the County in this District; California County of Note: In land condemnation cases, use the location county in this District.* In land condemnation cases, use the location of the SIGNATURE OF ATTORNEY (OR PRO PER): Notice to Counsel/Parties: The CV-71 (JS-44) Cor other papers as required by law. This form, approbut is used by the Clerk of the Court for the purpose say to Statistical codes relating to Social Security Cases Nature of Suit Code Nature of Suit Code Abbreviation 861 HIA 862 BL 863 DIWC 863 DIWC 864 SSID

CV-71 (05/08) CIVIL COVER SHEET Page 2 of 2